Project Close-Out

Celebration of Success

Recognition of Success

Celebrate the success of completing a project!

There is fairly universal recognition that positive reinforcement, or rewarding behavior, is an effective management tool. Since it is a goal within the State to increase the number of successfully executed projects, it is important to recognize teams that have met this goal. When success in a project is achieved, be certain to provide some recognition to the team. If individuals are singled out for significant achievements, don't forget to recognize the entire team as well.

> *"Compensation is what you give people for doing the job they were hired to do. Recognition, on the other hand, celebrates an effort beyond the call of duty."*
>
> *From "How to Profit Merchandise Incentives," Incentive*

The first step of the close-out process is the user's acceptance of the system. This is a critical and important step, as the user decides when the project is completed. Acceptance is based upon the success criteria defined in the very early concept and planning stages of the project. This acceptance may be very informal or it may be very formal, depending upon the plan's defined criteria.

What is Success?

Success is defined at the early stages of planning the project. In this project management methodology, success factors are developed as part of the concept phase. Success is not tied only to budget and schedule. Many projects can be considered a tremendous success even though the project did ultimately cost more than had been anticipated.

Some key questions that determine success are:

- Were the success factors achieved?
- Do the stakeholders and end-users view in a positive manner the project product?
- Was the project well-managed?
- Did the team work well together and know what was going right and wrong?

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Informal Recognition

There are many ways to reward people for a job well done. The reward might be an informal after work gathering or a lunch-time pizza celebration. If people are willing to chip in, you could provide T-shirts or mugs that commemorate the event.

Formal Recognition

State organization management may also want to express recognition of a successful team effort by praising the team at a key meeting or a large gathering of staff. People are proud to have senior management appreciation stated, and such recognition sets the stage for future successful work.